STS Career Opportunity

Date Posted: February 20, 2019

Position Title: Deputy CIO

Location: STS – 901 5th Ave North, Nashville TN 37243

Hiring Manager: Stephanie Dedmon, CIO

Closing Date for Posting: March 8, 2019

Position Overview:

 The Deputy CIO is a position which reports directly to the Chief Information Officer, and oversees a number of key functions within the enterprise organization, Strategic Technology Solutions (STS). The Deputy CIO enables the delivery of high quality service to customers and ensures customer support and service delivery processes are in place to meet Departmental business needs. This position is a stakeholder-facing role, and requires one to establish and manage expectations within the business and drive teams to achieve those expectations to a high standard. The Deputy CIO coordinates all aspects of IT service delivery and customer service; serving as an ambassador for IT, working across the enterprise to provide effective communication on IT matters and building relationships with other teams to ensure effective dialogue between the departments and STS.

This position focuses heavily on measurement and continual improvement. Additionally, the Deputy CIO collects operational and performance metrics in order to identify trends and issues, while designing improvements for implementation in response to identified issues. In conjunction with the CIO, this role also champions the decision making process on quality, compliance and fiscal matters as related to STS. The Deputy CIO is responsible for overseeing the Directors of the following areas of service: Business Solutions Delivery (includes Department-specific IT support, Workstation Support, Customer Care Center, and Project Management), Center of Excellence for Data, Enterprise Shared Solutions, End Point Management, Technical Engineering Operations, Enterprise Governance and Administration.

Ideal Professional Profile:

- Progressive IT leadership experience with emphasis on services delivery management
- Knowledge and experience with designing and implementing measurements, KPIS, Service Level Agreements, Operating Level Agreements, Service Partnership Agreements, etc.
- Experience leading the management of complex projects

- Experience with IT Service Management
- Understanding of infrastructure technology, technology components and infrastructure operations
- Knowledge of public-sector operations and structure

Ideal Leadership Skills:

Results-Driven Leader – The candidate will demonstrate an ability to drive IT partners to high levels of performance, as evidenced by a track record. He/she will set extremely high expectations of availability and reliability of systems/infrastructure, responsiveness and pace, and urgency in implementing technology solutions. He/she will tend to set solid metrics for performance and have excellent project management discipline.

Relationship Builder – The right candidate will build effective relationships within STS divisions, as well as with Department customers/stakeholders. This position holder must possess a customer focused mindset.

Feedback-Focused Trailblazer - will instill a feedback culture for continuous improvement, and will enable a proactive organization that utilizes feedback for sound decision making and real time prioritization.

Education/Experience Requirements:

Typical candidate possesses a Bachelor's Degree in computer science, information technology, technical engineering, or business administration (or will present the equivalent of appropriate professional experience if degree not obtained).

Bonus Qualifications/Traits:

- Service Now ITSM knowledge
- ITIL Qualified or expert knowledge of ITIL disciplines
- PMP certified
- Experience in leading virtual teams
- Experience in managing vendors and 3rd party delivered services
- Experience leading in a large-scale and diverse environment

Ready To Apply?

Only candidates who meet the minimum requirements for the position will be considered for interview. Please submit your professional resume to the contact below. Submissions received following the closing date posted above will not be considered. Thank you.

The State of TN is an Equal Opportunity Employer. This position requires a criminal background check. Therefore, you may be required to provide information about your criminal history in order to be considered for this position.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.